SHARP

MFP

MFP-SB-342

SERVICE BULLETIN

Models: MX-M283N/MX-M363N/MX-M363U/MX-M453N
MX-M453U/MX-M503N/MX-M503U
MX-M850/MX-M950/MX-M1100
MX-B401/MX-C311/MX-C401
DX-C310/DX-C311/DX-C400/DX-C401
MX-5500N/MX-6200N/MX-7000N/MX-6201N/MX-7001N
MX-2300N/MX-2700N/MX-2600N/MX-3100N
MX-3500N/MX-3501N/MX-4501N
MX-4100N/ MX-4101N/MX-5001N

Priority Medium

Date: October 2009

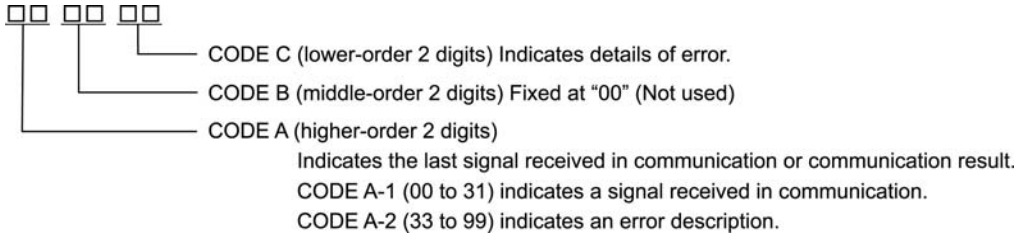
Subject: **Explanation of Error Cause Codes in the Job Log**

Description: We are issuing this explanation of Error Cause Codes because of inquiries from the field.

Details: About Job Log

The Job Log can be downloaded from the MFP web page or sent to USB memory using simulation 56-4. The Job Log is sent in .csv format, which can be viewed using a spreadsheet application on a computer. Included in the Job Log is a field called Error Cause. This field will usually display notice or a code when the Result field is not OK. This document will give a description of what these codes mean.
There are two types of Error Cause codes:

1. Printer Mode – these are 3 digit codes
2. Image Send / Fax mode – these are three 2 digit codes which appear as a 6 digit number.
   CODE A (two digits) CODE B (two digits) CODE C (two digits)


□□ □□ □□
CODE C (lower-order 2 digits) Indicates details of error.
CODE B (middle-order 2 digits) Fixed at "00" (Not used)
CODE A (higher-order 2 digits)
Indicates the last signal received in communication or communication result.
CODE A-1 (00 to 31) indicates a signal received in communication.
CODE A-2 (33 to 99) indicates an error description.

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PRINTER MODE JOB LOG CODE LIST

CODE	Cause	Item	Remedy	SMON Message
201	Due to ERDH memory full, only one set is printed though the multiple sets were specified.	ERDH memory	Please print after the print job is gone from the print queue. If the problem still recurs, please delete the data in Quick File folder.	The requested job could not be completed correctly due to the following reason: (Hard disk full ormemory full)
202	Reserved			Reserved
203	Reserved			Reserved
204	* Staple function is unavailable for the selecteed output tray * Staple option is not connected.	Staple/Delivery section	* Please select the available output tray for Staple. * Please check the driver option settings.	The requested job could not be completed correctly due to the following reason: (Staple: No function)
205	Reserved			Reserved
206	* “Disabling of Stapler” in “Disabling of Devices” is selected. * “Disabling of Finisher” in “Disabling of Devices” is selected.	Staple	* Cancel “Disabling of Stapler” of “Disabling of Devices” by the Administrator * Cancel “Disabling of Finisher” of “Disabling of Devices” by the Administrator	The requested job could not be completed correctly due to the following reason: (Staple: Prohibited) Please ask your administrator.
207	Reserved			Reserved
208	Reserved			Reserved
209	Reserved			Reserved
20A	* Punch function is unavailable for the selected output tray * Punch option is not connected.	Output tray/Punch	* Please select the available output tray for Punch. * Please check the driver option settings.	The requested job could not be completed correctly due to the following reason: (Punch: No function)
20B	Reserved			Reserved
20C	* “Disabling of Punch” in “Disabling of Devices” is selected. * “Disabling of Finisher” in “Disabling of Devices” is selected.	Punch	* Cancel “Disabling of Punch” of “Disabling of Devices” by the Administrator * Cancel “Disabling of Finisher” of “Disabling of Devices” by the Administrator	The requested job could not be completed correctly due to the following reason: (Punch: Prohibited)
20D	Reserved			Reserved
20E	Reserved			Reserved
20F	Reserved			Reserved
210	Selected output tray is disabled in “Disabling of Devices”	Delivery section	* Please select other available output tray. * Cancel “Disabling of Finisher” of “Disabling of Devices” by the Administrator	The requested job could not be completed correctly due to the following reason: (Selected output tray:Prohibited) Please ask your administrator.
211	Selected output tray has a trouble.	Delivery section	* Please select other available output tray. * Check the delivery section, and then repair it.	The requested job could not be completed correctly due to the following reason: (Selected output tray:Failure)Please ask your administrator.
212	There’s no selected output tray.	Delivery section	* Please check the driver option settings.	The requested job could not be completed correctly due to the following reason: (Selected output tray:No function)
213	Reserved			Reserved
214	Reserved			Reserved
215	Reserved			Reserved
216	* “Disabling of Duplex” in “Disabling of Devices” is selected.	2-sided printing	* Change 2-sided printing to 1-sided printing. * Change 2-sided printing of Covers/Inserts setting to 1-sided printing. * Cancel “Disabling of Duplex” of “Disabling of Devices” by the Administrator	The requested job could not be completed correctly due to the following reason: (2-sided printing:Prohibited) Please ask your administrator.
217	Reserved			Reserved
218	Reserved			Reserved
219	Reserved			Reserved
21A	Reserved			Reserved
21B	Reserved			Reserved
21C	Reserved			Reserved
21D	Selected input tray is disabled.	Feed section	* Select the available input tray. * Cancel “Optional Paper Drawer” of “Disabling of Devices” by the Administrator * Cancel “Disabling of ” Tray Settings" of “Disabling of Devices” by the Administrator * Cancel “Disabling of Inserter” of “Disabling of Devices” by the Administrator	The requested job could not be completed correctly due to the following reason: (Selected input tray:Prohibited)
21E	Reserved			Reserved
21F	Selected paper size is not appropriate for Booklet.	Paper size	* Please select the available paper size for Booklet.	The requested job could not be completed correctly due to the following reason: (Booklet printing:Incorrect paper size)
220	Reserved			Reserved
221	Reserved			Reserved
222	Reserved			Reserved
223	Reserved			Reserved
224	Reserved			Reserved
225	Reserved			Reserved
226	Reserved			Reserved
227	Reserved			Reserved
228	Reserved			Reserved
229	Reserved			Reserved
22A	Reserved			Reserved
22B	Reserved			Reserved
22C	Tandem Printing: Incorrect setting parameter	Tandem printing	Please check the setting parameter of Tandem slave machine.	The requested job could not be completed correctly due to the following reason: (Tandem Printing:Incorrect setting parameter)
22D	Setting error of Tandem slave machine	Tandem printing	Check the setting of Tandem slave machine, and set up appropriately.	The requested job could not be completed correctly due to the following reason: (Tandem Printing: Not setting)
22E	Reserved			Reserved
22F	Reserved			Reserved
230	Reserved			Reserved

PRINTER MODE JOB LOG CODE LIST

CODE	Cause	Item	Remedy	SMON Message
231	The selected store folder does not exist.	Retention	* Please create the store folder. * Please specify the store folder name correctly.	The requested job could not be stored to the selected folder due to the following reason: (Document filing:Selected folder does not exist) The job is stored to the default folder.
232	Since the selected folder does not exist, the job is stored to the default folder.	Retention	* Please specify the store folder name correctly.	The requested job is printed, but could not be stored in the selected folder due to the following reason: (Document filing:Selected folder does not exist) The job is stored to the default folder.
233	Inserter specifies the unavailable output tray.	Inserter/Delivery section	Inserter is selected in “Covers/inserts settings” but please specify the available output tray.	The requested job could not be completed correctly due to the following reason: (Inserter: Incorrect output tray selection)
234	Reserved			Reserved
235	Reserved			Reserved
236	Covers/Inserts" is disabled in "Disable Setting": “Operation Settings”	Covers/inserts printing	* Not use Covers/Inserts function. * Cancel “Disabling of Covers/Inserts” by the Administrator.	The requested job could not be completed correctly due to the following reason: (Covers/Inserts:Prohibited)
237	Password to access the folder is wrong.	DSK, Retention	Specify the correct password for folder access.	The requested job is printed, but could not be stored in the selected folder due to the following reason: (Document filing:Incorrect folder password) The jobis stored to the default folder.
238	Password to access the folder is wrong.	DSK, Retention	Specify the correct password for folder access.	The requested job could not be stored in the selected folder due to the following reason: (Document filing:Incorrect folder password) The job is stored to the default folder.
239	Quick File Mode is disabled.	DSK, Retention	* Not use Quick File Mode. * Cancel “Disabling of Quick File Mode” by the Administrator.	The requested job is printed, but could not be stored due to the following reason: (Disabling of Quick File Mode)
23A	Sharing Mode is disabled (stored without entering the password).	DSK, Retention	* Store the data with entering the password. * Cancel the disabled setting by the Administrator.	The requested job is printed, but could not be stored due to the following reason: (Disabling of Sharing Mode)
23B	Sharing Mode is disabled (stored with entering the password).	DSK, Retention	* Change the setting to store without entering the password. * Cancel the disabled setting by the Administrator.	The requested job is printed, but could not be stored due to the following reason: (Disabling of Confidential Mode)
23C	Storing to the folders other than the default folder is disabled.	DSK, Retention	* Change the setting to store the default folder. * Cancel the disabled setting by the Administrator.	The requested job is printed, but could not be stored due to the following reason: (Disabling of Storing to the selected folder)
23D	Retention function is disabled.	DSK, Retention	* Print without using Retention function. * Cancel the disabled setting by the Administrator.	The requested job is printed, but could not be stored due to the following reason: (Disabling of Document Filing)
23E	Print Jobs Other Than Hold Job is disabled.	DSK, Retention	* Change to Hold Print. * Cancel the disabled setting by the Administrator.	The requested job is stored, but could not be printed due to the following reason: (Disabling of Print Jobs Other Than Hold Job)
23F	Print Jobs Other Than Hold Job is disabled.	DSK, Retention	* Change to Hold Print. * Cancel the disabled setting by the Administrator.	The requested job is stored to the ″QuickFile″ folder, but could not be printed due to the following reason: (Disabling of Print Jobs Other Than Hold Job)
240	Hold Print job is disabled by the Administrator.	DSK, Retention	* Change to the normal print. * Cancel the disabled setting by the Administrator.	The requested job is printed, but could not be stored due to the following reason: (Retention printing:Prohibited)
241	Offset is disabled in “Device Control”.	Offset printing	* Not use Offset * Cancel the disabled setting by the Administrator.	The requested job could not be completed correctly due to the following reason: (Offset: Disabled)
242	Reserved			Reserved
243	Reserved			Reserved
244	User ID is not registered.	Account Control	* Ask the Administrator to register the User ID.	The requested job isprinted, but thefollowing phenomenonoccurred: (Invalid user)
245	User ID is not registered.	Account Control	* Ask the Administrator to register the User ID.	The requested job is stored, but the following phenomenon occurred: (Invalid user)
246	Reserved			Reserved
247	Reserved			Reserved
248	Reserved			Reserved
249	Reserved			Reserved
24A	Reserved			Reserved
24B	Only 2-sided print is approved for User Authority settings.	User Authority settings	* Check the User Authority, and change "Approval Settings for 2-Sided Print". * Ask the Administrator to change the setting to be able to do 1sided/2-sided print with User Authority.	The requested job could not be completed correctly due to the following reason: (Only 2-sided print approved)
24C	Only 1-sided print is approved for User Authority settings.	User Authority setting	* Check the User Authority, and change "Approval Settings for 2-Sided Print" * Ask the Administrator to change the setting to be able to do 1sided/2-sided print with User Authority.	The requested job could not be completed correctly due to the following reason: (Only 1-sided print approved)
24D	When “Allow User to Select the Print Color” is disabled, the document control pattern print color differed between the color selected in System Settings and the color selected in the driver.	Document Control	* On the driver, select the same color selected for Document control pattern print color in System.	Color of Document control function has been changed on the specified job by the reason below: (Color setting of Document controlfunction: Allow User to Select the Print Color is disabled)

PRINTER MODE JOB LOG CODE LIST

CODE	Cause	Item	Remedy	SMON Message
24E	"Always Print" is selected in "Document Control Print Select" of System Settings but "Not Printing" is selected on the driver.	Document Control	Select "Always Print" in Document Control setting of the driver.	Document control function has been enabled automatically on the specified job by the reason below: (Print setting of Document control function: Always print)
24F	"Not Printing" is selected in System Settings but "Always Print" is selected on the driver.	Document Control	Select "Not Printing" in Document Control setting of the driver.	Document control function has been canceled on the specified job by the reason below: (Print setting of Document control function: Not printing)
250	"Always Print" is selected in "Document Control Print Select" of the driver for non-DSK firmware.	Document Control	Not instruct Document control. Check the driver option settings.	Document control function has been canceled on the specified job by the reason below: (Data Security Kit is not installed)
251	Reserved			Reserved
252	Reserved			Reserved
253	Reserved			Reserved
254	* Folding unit is disabled in "Device Control". * Finisher is disabled in "Device Control".	Saddle section (Folding system)	* Not use Folding system. * Cancel "Disabling of Folding" by the Administrator. * Cancel "Disabling of Finisher" by the Administrator.	The requested job could not be completed correctly due to the following reason: (Folding Unit:Prohibited)
255	Reserved			Reserved
256	Reserved			Reserved
257	Reserved			Reserved
258	Reserved			Reserved
259	Reserved			Reserved
25A	Reserved			Reserved
25B	Reserved			Reserved
401	This job was requested as the Booklet printing, but the page size was changed during the job.	Paper Size	When performing Booklet printing, please use the possible paper size for booklet and do not change the paper size during the pages.	The requested job was canceled due to the following reason: (Booklete printing:Incorrect paper size)
402	Reserved			Reserved
403	ERDH Memory Full occurred. Booklet printing was cancelled.	ERDH Memory	1. Please reprint after the print job is gone from the print queue. 2. If the procedure 1 does not work, please reprint after deleting the data in Qucik File folder. *If both procedures above don't work, the memory size used for the print job is bigger than ERDH memory, which cannot print.	The requested job was canceled due to the following reason: (Booklete printing: Hard disk full or memory full)
404	Reserved			Reserved
405	2-sided Print is prohibited when printing Booklet.	Booklet print/ 2-sided print	*Cancel the "Disabling of Duplex" of "Disabling of Devices" by Administrator. *Cancel "Disabling of Duplex" in "Approval Settings for 2-Sided Print" of User Authority by Administrator	The requested job was canceled due to the following reason: (2-sided printing:Prohibited)
406	Booklet Print was requested but Duplex system was not connected.	Booklet print/ 2-sided print	*Booklet Print is unavailable.	The requested job was canceled due to the following reason: (2-sided printing: No function)
407	ERDH Memory Full occurs.	ERDH Memory	* If Retention function other than the Quick File folder is used, increase the space by deleting the unnecessary filling data from the default folder or the user folder, and then reprint. * If the data is automatically stored in the quick file folder, delete the data in the quick file folder, and reprint after the print job is gone from the print queue. * If the procedures above don't work, the memory size used for the print job is bigger than ERDH memory, which cannot print.	The requested job was canceled due to the following reason: (Retention printing:Hard disk full or memory full)
408	Reserved			Reserved
409	Reserved			Reserved
40A	* There's a tray which can be outputted but the specified paper size or paper type cannot be outputted to that tray. * There's no tray which can be outputted available.	Paper Size/ Paper Type Output	* Change the paper size or paper type which can be outputted. * Cancel "Disabling of Finisher" of "Disabling of Devices" by the Administrator	The requested job was canceled due to the following reason: (Selected output tray:Prohibited)
40B	HDD option for Retention function was not connected and Secure Print job was cancelled.	Retention	Cancel Secure Print	The requested job was canceled due to the following reason: (Retention printing: No function)
40C	* The color of the job is not B/W or Full Color when Document Control Print function is enabled. * File size is insufficient with Direct Print * When checking the User Authority, the error occurs.	*Document Control *Memory *Internal Error	* Print with Full Color mode. * Add the option memory.	The requested job was canceled due to the following reason: (Other error)
40D	PostScript emulation cannot be executed (PS is unavailable).	PS emulation	* Print with the driver other than PS. * Not print *.ps and *.pdf file when performing Direct Print. * If it is an option, ask the Administrator to enable PS option.	The requested job was canceled due to the following reason: (PS is not available) Please check your printer driver.
40E	Reserved			Reserved
40F	Reserved			Reserved
410	[Auto Select] is selected for the tray setting when Carbon print is selected. ([Auto Select] cannot be selected on the driver)	Carbon print/ Paper Tray	(This case does not normally happen but may occur when the user rewrites prn file generated by the driver.)	The requested job was canceled due to the following reason: (Selected input tray:Prohibited) Please ask your administrator.
411	Reserved			Reserved
412	Reserved			Reserved
413	Reserved			Reserved

PRINTER MODE JOB LOG CODE LIST

CODE	Cause	Item	Remedy	SMON Message
414	* When receiving the data other than the emulation that the printer supports * When there's a tag that TIFF data is unsupported	Print Data Type	* Please check if the print data is supported.	The requested job was canceled due to the following reason: (Data format is not supported)
415	Reserved			Reserved
416	* Paper size and paper type which cannot be passed to the output tray is selected. * Paper size and paper type which cannot be passed is selected on the option connected.	Paper Size/Paper Type/Output/ Finisher	* Please select the paper size and paper type which can be passed to the output tray/finisher.	The requested job was canceled due to the following reason: (Selected paper cannot be used)
417	Reserved			Reserved
418	Reserved			Reserved
419	Reserved			Reserved
41A	Reserved			Reserved
41B	Reserved			Reserved
41C	Reserved			Reserved
41D	Reserved			Reserved
41E	Reserved			Reserved
41F	Reserved			Reserved
420	Output Tray is disabled or no tray which can be outputted is available due to the failure.	Output	* Please ask the Administrator. If it's not the failure, ask the Administrator to cancel "Disabling of Output Tray" and "Disabling of Finisher" from "Disabling of Devices". * Check the delivery section, and then repair it.	The requested job was canceled due to the following reason: (Output tray: Prohibitedor failure) Please ask your administrator.
421	Retention of Sharing Mode is disabled for User Authority.	DSK, Retention	* Change the setting to any of "No Retention", "Quick File Print", "Sample Print" (with password), "Hold Only" (with password) or "Hold After Print" (with password). *From "System Settings"-> "Disable Settings", change the setting of "Disabling of Document Filing" by the Administrator	The requested job was canceled due to the following reason: (Disabling of Sharing Mode)
422	Retention of Confidential Mode is not approved for User Authority.	DSK, Retention	* Change the setting to either "No Retention" or "Quick File Print. *From "System Settings"-> "Disable Settings", change the setting of "Disabling of Document Filing" by the Administrator.	The requested job was canceled due to the following reason: (Disabling of Confidential Mode)
423	Retention of Sharing Mode and Confidential Mode is not approved for User Authority.	DSK, Retention	* Change the setting to either "No Retention" or "Quick File Print. *From "System Settings"-> "Disable Settings", change the setting of "Disabling of Document Filing" by the Administrator.	The requested job was canceled due to the following reason: (Disabling of Storing to the selected folder)
424	"Retention Settings" (all of Quick File, Sharing, Confidential) is not approved for User Authority.	DSK, Retention	* Change the setting to "No Retention". * Ask the Administrator to change "Disabling of Document Filing" from "System Settings"-> "Enable/Disable Settings"	The requested job was canceled due to the following reason: (Disabling of Document Filing)
425	"Disabling of Print Jobs Other Than Print Hold Job" is selected for User Authority.	DSK, Retention	* Change the setting to either "Hold Only" (without password) or "Hold Only" (with password) *From "System Settings"-> "Disable Settings", change the setting of "Disabling of Document Filing" by the Administrator	The requested job was canceled due to the following reason: (Disabling of Print Jobs Other Than Hold Job)
426	"Disabling of Print Jobs Other Than Print Hold Job" and "Disabling of Sharing Mode" are selected for User Authority.	DSK, Retention	* Change the setting to "Hold Only" (with password). *Change the setting of "Disabling of Document Filing" of "System Settings" by the Administrator	The requested job was canceled due to the following reason: (Disabling of Print Jobs Other Than Hold Job and Disabling of Sharing Mode)
427	"Disabling of Print Jobs Other Than Hold Job" and "Disabling of Confidential Mode" are selected for User Authority.	DSK, Retention	* Change the setting to "Hold Only" (without password). *From "System Settings"-> "Disable Settings", change the setting of "Disabling of Document Filing" by the Administrator	The requested job was canceled due to the following reason: (Disabling of Print Jobs Other Than Hold Job and Disabling of Confidential Mode)
428	"Disabling of Print Jobs Other Than Hold Job" and "Disabling of Storing to the selected folder" are selected for User Authority.	DSK, Retention	*From "System Settings"-> "Disable Settings", change the setting of "Disabling of Document Filing" by the Administrator	The requested job was canceled due to the following reason: (Disabling of Print Jobs Other Than Hold Job and Disabling of Storing to the selected folder)
429	"Disabling of Print Jobs Other Than Hold Job" is selected and "Retention Settings" (all of Quick File, Sharing, Confidential) is not approved for User Authority.	DSK, Retention	*From "System Settings"-> "Disable Settings", change the setting of "Disabling of Document Filing" by the Administrator	The requested job was canceled due to the following reason: (Disabling of Print Jobs Other Than Hold Job and Disabling of Document Filing)
42A	"Disabling of Print Jobs Other Than Hold Job" and "Disabling of Quick File Mode" are selected for User Authority.	DSK, Retention	* Change the setting to either "Hold Only" (without password) or "Hold Only" (with password) *Change the setting of "Disabling of Document Filing" of "System Settings" by the Administrator	The requested job was canceled due to the following reason: (Disabling of Print Jobs Other Than Hold Job and Disabling of QuickFile Mode)
42B	Print-Hold is disabled.	DSK, Retention	* Change the setting to No Retention. * Ask the Administrator to change the "Document Output Options" from "System Settings" -> "Print Hold Setting".	The requested job was canceled due to the following reason: (Retention printing:Prohibited)
42C	Reserved			Reserved
42D	Reserved			Reserved
42E	* Tandem Print is selected during Document Service. * Print for B/W Data is disabled on B/W machine for User Authority.	*Document Service *User Authentication	* Tandem function cannot be used during Document Service. * Cancel the setting of User Authority(disabling of B/W) by the Administrator.	The requested job was canceled due to the following reason: (Disabling of printing)
42F	User authentication error	Acount Control/ User Authority	* Enter the appropriate username and password. * Ask the Administrator to create the account.	The requested job was canceled due to the following reason: (Invalid user)
430	Reserved			Reserved
431	Reserved			Reserved
432	Reserved			Reserved
433	Reserved			Reserved
434	Reserved			Reserved

PRINTER MODE JOB LOG CODE LIST

CODE	Cause	Item	Remedy	SMON Message
435	* "Disabling of Colour Mode" is selected. * "Disabling of full color" is selected for User Authority.	*Disabling of Devices *User Authority	* Change the setting to B/W print. * Cancel “Disabling of full color” by the Administrator.	You don't have the authority to use this function. The requested job was canceled due to the following reason: (Color mode: Disabling of full color)
436	* “Disabling of B/W” is selected for User Authority.	*User Authority	* Change the setting to full color print. * Cancel “Disabling of B/W” by the Administrator.	You don't have the authority to use this function. The requested job was canceled due to the following reason: (Color mode: Disabling of Black and White)
437	* “Disabling of B/W and full color” is selected for User Authority.	*User Authority	* Cancel “Disabling of B/W” by the Administrator.	You don't have the authority to use this function. The requested job was canceled due to the following reason: (Color mode: Disabling of Black and White and full color)
438	* “Only 2-sided print approved” is selected for User Authority.	*User Authority	* Perform the 2-sided print * Cancel “Only 2-sided print approved” by the Administrator.	You don't have the authority to use this function. The requested job was canceled due to the following reason: (Only 2-sided print approved)
439	* “1-sided/2-sided print disabled” is selected for User Authority.	*User Authority	* Cancel “1-sided/2-sided print disabled” by the Administrator.	You don't have the authority to use this function. The requested job was canceled due to the following reason: (1-sided/2-sided print disabled)
43A	"Disabling of Stapler" is selected for User Authority.	*User Authority	* Not use Stapler. * Cancel "Disabling of Stapler" by the Administrator.	The requested job was canceled due to the following reason: (Staple: Prohibited)
43B	"Disabling of Punch" is selected for User Authority.	*User Authority	* Not use Punch. * Cancel "Disabling of Punch" by the Administrator.	The requested job was canceled due to the following reason: (Punch: Prohibited)
43C	"Disabling of Folding Unit" is selected for User Authority.	*User Authority	*Not use Folding Unit. * Cancel "Disabling of Folding Unit" by the Administrator.	The requested job was canceled due to the following reason: (Folding Unit:Prohibited)
43D	Reserved			Reserved
43E	Reserved			Reserved
43F	Reserved			Reserved
440	Color selected in Document Control of System Settings does not match the color selected in Document Control of the driver.	Document Control	Match the color selected in Document Control of System Settings with the color selected in Document Control of the driver.	Specified job has been canceled by the reason below: (B/W or Auto job is sent when Document control pattern is set to always print in color.)
441	Reserved			Reserved
442	Reserved			Reserved
443	Reserved			Reserved
444	Reserved			Reserved
445	Paper size which cannot be fed exists in the job.	Paper Size	Check the paper size of job	The requested job was canceled due to the following reason: (Incorrect paper size)
446	Paper type which cannot be fed exists in the job.	Paper Type	Check the paper type of job	The requested job was canceled due to the following reason: (Incorrect paper type)
447	Reserved			Reserved
448	"Disabling of Tandem Slave Machine Mode" is selected.	Tandem Print	* Not use Tandem Print * Cancel "Disabling of Tandem Slave Machine Mode" by the Administrator.	The requested job was canceled due to the following reason: (Tandem Printing:Disabling of Slave Machine Mode)
449	"Disabling of 3 color" is selected.	* User Authority/ Color Mode	* Not use 3 color. * Cancel "Disabling of 3 color" with SIM26-50	The requested job was canceled due to the following reason: (Color mode: Disabling of 3 color)
44A	"Disabling of 2 color" is selected.	* User Authority/ Color Mode	* Not use 2 color. * Cancel "Disabling of 2 color" with SIM26-50	The requested job was canceled due to the following reason: (Color mode: Disabling of 2 color)
44B	"Disabling of Single color" is selected.	* User Authority/ Color Mode	* Not use single color. * Cancel "Disabling of single color" with SIM26-50	The requested job was canceled due to the following reason: (Color mode: Disabling of Single color)
44C	XPS driver is used. * xps file is sent during Direct Print	Emulation	* Print with the driver other than XPS. * Not to print *.xps file when performing Direct Print. * Enable XPS emulation	The requested job was canceled due to the following reason: (XPS is not available) Please check your printer

IMAGE SEND MODE,FAX MODE JOB LOG CODE LIST

IMAGE SEND MODE,FAX MODE JOB LOG CODE LIST(CODE A-1)

	CONTENTS OF CODE	
CODE A-1	Final receive signal (Send side)	Final receive signal (Receive side)
0	Abnormal signal	Abnormal signal
1	NSF, DIS	(SID), (SUB), NSS, DCS
2	CFR	(PWD), (SEP), NSC, DTC
3	FTT	EOP
4	MCF	EOM
5	PIP, PIN	MPS
6	RTN, RTP	PRI-Q
7	No signal, DCN	DCN
8	PPR	PPS-EOP
9		PPS-EOM
10		PPS-MPS, PPS-NULL
11	RNR	RR
12	CTR	CTC
13	ERR	EOR-Q
14		PPS-PRI-Q
16	Abnormal signal	Abnormal signal
17	NSF, DIS	SID, SUB, NSS, DCS
18	CFR	PWD, SEP, NSC, DTC
19	FTT	PPS-EOP
20	MCF	PPS-EOM
21	PIP, PIN	PPS-MPS, PPS-NULL
22	RTN, RTP	PRI-Q
23	No signal, DCN	DCN
24	PPR	
25	RNR	RR
26	CTR	CTC
27	ERR	EOR-Q
28		PPS-PRI-Q
29	V.8 Phase-1	V.8 Phase-1
30	V.8 Phase-2	V.8 Phase-2
31	V.8 Phase-3	V.8 Phase-3

IMAGE SEND MODE,FAX MODE JOB LOG CODE LIST(CODE A-2)

	CONTENTS OF CODE
CODE A-2	Content of communication interruption
33	The calling side cannot establish connection with the remote party.
34	A communication interruption command is made during sending/receiving. The interruption key is pressed for interruption of input. <Send/Receive/Polling/Bulletin board>
35	Power is failed during sending/receiving. <Send/Receive/Polling/Bulletin board>
36	Not used
37	Not used
38	Memory over during reception. <Receive/Polling> Print is not made during reception in acting reception inhibit. <Receive/Polling>
39	Not used
40	Not used
41	The send data length of one page exceeds the limit (2m) in sending. <Send/Bulletin board>
42	The receive data length of one page exceeds the limit. <Receive/Polling>
43	Speaking before data transmission
44	A document jam occurs in direct sending. <Send>
45	Not used
46	The FAX signal from the remote party is not detected within T1 time. <Send/Polling> (When in recall, however, the recall setting in case of a communication error is valid.)
47	A decode error occurs in the FAX board. <Send/Bulletin board>
48	Normal end of communication
	OK in Internet FAX send with reception confirmation.
49	The called side does not have polling function in polling reception. <Polling> The called side has no data to send. <Polling>
50	In polling reception, DCN is received for DTC. <Polling> In polling sending, there is no send data. <Bulletin board>
51	In poling sending, the allow number is not matched. <Bulletin board> In polling sending, the system number is not matched. <Bulletin board>
52	Not used
53	Not used
54	Not used
55	Not used
56	1) In relay command sending, DCN is received for NSS. <Send> 2) In relay command reception, a remote station number which is not registered is specified. <Receive> 3) In F code relay broadcasting, an F code relay command is received.<Receive>
57	Not used
58	In reception, data are sent from a remote machine of receive inhibit number. <Receive> (Not rejected in the bulletin board send or the F code bulletin board send.)
59	In F code polling (calling), the remote machine has no DIS bit 47 (polling function). <Polling> In F code polling (calling), the called side has no send data. (DIS bit 9 is 0.)<Polling>
60	In F code polling (calling), DCN is received for SEP. <Polling> In bulletin board, there is no send data for SEP. <Bulletin board>
61	In bulletin board, the sub address (bulletin board number (SEP)) is not matched. <Bulletin board>
62	In bulleting board, the pass code (PWD) is not matched. <Bulletin board>
63	In F code sending, the remote machine has no DIS bit 49 (sub address function). <Send> (Check that the remote machine conforms to F code.)
64	In F code sending : <Send> 1) DCN is received for SUB. --- Check the box number. 2) DCN is received for SID. --- Check the box number and pass code. In F code receiving : <Receive>"F code relay broadcasting" or "F code confidential reception" is "Inhibited with soft SW."
67	In F code receiving, the pass code (SID) is not matched. <Receive>
68	In F code reception, a box number which is not registered is specified. (SUB is not matched.) <Receive>
69	Memory over in quick online sending <Send>

IMAGE SEND MODE,FAX MODE JOB LOG CODE LIST(CODE A-2)

	CONTENTS OF CODE
CODE A-2	Content of communication interruption
70	In PC-FAX reservation, the number of remote parties is exceeded. <Send>
71	In PC-FAX reservation, data sent from PC includes some errors. <Send>
72	In department management setting on the machine side: ・ In reservation from PC-FAX or PC-Internet FAX, a department number which is not registered on the machine side is specified. <Send> ・ In reservation from PC-FAX or PC-Internet FAX, the department number is not specified. <Send>
73	In reservation from PC-FAX or PC-Internet FAX, the use quantity limit is exceeded. <Send>
74	When reserving specified filing in document filing in PC-FAX or PC-Internet FAX; ・ The pass-code for the folder is set on the machine side and the pass-code from PC-XXX does not match with it. <Send> ・ The pass-code for the folder is set on the machine side and no pass-code is specified by PC-XXX. <Send>
75	・ Reservation cannot be made due to machine busy. (Reservation of PC-FAX cannot be accepted.) ・ When "PC-FAX or PC-internet FAX send inhibit" is set on the machine side.
76	Reserved with receive confirmation request in PC-Internet FAX, but the Internet FAX sender is not registered on the machine side. <Send>
77	In reserving specified filing in PC-FAX or PC-Internet FAX, the machine has no filing function.
78	The filing function is inhibited on the machine side when filing specification is reserved by PC-FAX or PC-Internet FAX.
79	An authentication error occurs when PC-FAX or PC-Internet FAX is reserved.
80	NIC connect failure (network abnormality) ・ Check for disconnection of cables. ・ A network trouble (CE-XX) occurs. ・ The port is set to DISABLE. ・ Authentication of the POP server is failed when POP before SMTP is enabled. ・ When an error other than the communication result code 93 or 94 in D-SMTP send (including error response of 5XX)
81	In Internet FAX send, reply of receive confirmation of the remote machine is not normal. (Including PC-Internet FAX). ・ Error of the disposition-modifier. ・ The disposition modifier is not in an error, and the disposition type is other than displayed, dispatched, or processed.
82	In Internet FAX send, time-out occurs in waiting for receive confirmation from the remote machine. (Including PC-Internet FAX). ・ In a case where send confirmation wait time-out time is other than 0, when send confirmation reply from an Internet FAX destination is not received. ・ Recalls of the set number of recalls are performed, but send confirmation reply from an internet AFX destination is not received.
83	In E-mail/FTP, Internet FAX send, the send data size exceeds the upper limit of send data.
84	In e-mail receive, a sender is registered in receive reject address/domain. <Receive>
85	In e-mail receive, an error occurs in communication with POP3 server. ・ Header acquisition error. ・ Time-out during mail receive
86	In e-mail receive, an unsupported attached file is received. Only the TIFF-F type is supported for attached files. ・ The TIFF-F type of the attached file cannot be recognized. ・ There is no attached file.
87	In e-mail receive, an attached file cannot be stored in memory. ・ Memory over

IMAGE SEND MODE,FAX MODE JOB LOG CODE LIST(CODE A-2)

	CONTENTS OF CODE
CODE A-2	Content of communication interruption
88	In SMTP e-mail receive, an attached file cannot be stored in memory. ・ Cannot be stored in memory. ・ The number of items of acting receive data is the maximum, and an additional data cannot be stored.
89	In SMTP e-mail receive, an error occurs in communication with the mail server. ・ Time-out occurs during e-mail receive.
90	After reservation by re-operation of document filing, conversion for image send cannot be made.
91	Data cannot be written to the memory device when Scan To USB is executed. ・ The memory device is disconnected during writing to the memory device. ・ An error occurs due to a memory device trouble.
92	The USB device memory overflows during writing data into the memory device when ″Scan to USB″ is executed.
93	When error in D-SMTP send (with recall) ・ An error response of 4XX occurs during communication with the SMTP server. ・ Time out occurs after establishment of connection with the SMTP server.
94	When busy in D-SMTP send Time out occurs during establishment of connection with the SMTP server.
95	When the path is too long in execution of Scan To USB.
98	The copy inhibit pattern is detected when scanning a document.
99	A document which is inhibited to be copied such as a banknote is scanned.

IMAGE SEND MODE,FAX MODE JOB LOG CODE LIST(CODE C)

	CONTENTS OF CODE	
CODE C	Content of communication interruption	Send/Receive
00	When the conditions after 01 do not apply.	Send/Receive
01	Send length over	Send
02	EOL time up	Receive
03	Carrier detection time up	Receive
04	Time up of the communication start command from the machine side	Receive
05	Time up in phase C (8 min)	Send
06	Memory image decode error	Receive
07	Memory image decode error	Send
08	Time up between frames in phase C (Report code is 0 or 16.)	Send/Receive
09	Not used	–
10	Not used	–
11	Polarity reversion detection	Receive
12	Invalid command reception	Receive
13	Time up (1-minute timer/6-second time)	Receive
14	PUT error	Receive
15	In V.34 mode, time up is generated when shifting from Primary to Control.	Receive
16	In V.34 mode, time up is generated when shifting from Control to Primary.	Receive
17	Command receive time-up from MFP controller	Receive
18	Not used	–
19	Not used	–
20	Polarity reversion detection	Send
21	Invalid command reception	Send
22	Fallback retry number over	Send
23	Command retry number resend over	Send
24	Time up (T5 timer)	Send
25	Time up (T5 timer) in V.34 mode	Send
26	In V.34 mode, time up is generated when shifting from Primary to Control.	Send
27	In V.34 mode, time up is generated when shifting from Control to Primary.	Send
28	When sending the FSK signal, no response of send completion is sent back from the MODEM chip within a certain time. (V.34, other than V.34)	Send
29	Not used	–
30	A communication error is generated between MFP controller and Modem controller. (Report code is 0 or 16.)	–
31	DC current not detected (busy)	Send
32	Dial tone not detected (busy)	Send
33	Busy tone detection (busy)	Send
34	T0 time up (Remote machine not responding)	Send
35	T1 time up (Remote machine not responding)	Send
36	In dialing, polarity reversion detection (Remote machine not responding)	Send
37	Calling is not made (busy)<Collision detected (including CNG detection)>	Send
38	Not used	–
60	In resend of document filed data, an error occurs in decoding or coding.	Resend
61	In resend of document filed data, setting to inhibit resolution conversion is made. (The resolution after resend is set to be Enlarged.)	Resend
62	In resend of document filed data, rotation setting is made for data which cannot be rotated.	Resend
63	In resend of document filed data, data cannot be stored in HD after conversion of resolution for resend.	Resend
64	In resending data of document file, during conversion for resending, the number of IMS management pages exceeds the upper limit (999). (IT occurs in OSA Scan to FTP also, resulting in memory over.)	Resend OSAScanToFTP
70	E-mail header acquisition error	E-mail receive
71	Time out occurs during e-mail receive.	E-mail receive
72	Receive reject occurs during e-mail receive.	E-mail receive
73	Network communication cannot be made due to port disable.	Network send

IMAGE SEND MODE,FAX MODE JOB LOG CODE LIST(CODE C)

	CONTENTS OF CODE	
CODE C	Content of communication interruption	Send/Receive
74	An authentication of the POP server is failed when POP before SMTP is enabled.	Network send
75	In the setting of SSL communication, when SSL communication is tried but the server side does not support SSL.	Network send
80	There is no attached file in received e-mail.	E-mail receive
81	The attached file of received e-mail is not of TIFF type which is supported.	E-mail receive
82	The TIFF type of the attached file in received e-mail cannot be recognized. ID error	E-mail receive
83	The TIFF type of the attached file in received e-mail cannot be recognized. Endian error	E-mail receive
84	The TIFF type of the attached file in received e-mail cannot be recognized. Version error	E-mail receive
85	The TIFF type of the attached file in received e-mail cannot be recognized. Tag data error	E-mail receive
86	The TIFF type of the attached file in received e-mail cannot be recognized. Tag parameter error	E-mail receive
87	The TIFF type of the attached file in received e-mail cannot be recognized. Header size error	E-mail receive
88	The TIFF type of the attached file in received e-mail cannot be recognized.	E-mail receive
90	In e-mail receive, an attached file cannot be stored in memory. Memory over. Cannot be stored in memory.	E-mail receive
91	In e-mail receive, an attached file cannot be stored in memory. The file size is too great to be stored in memory.	E-mail receive
92	In SMTP e-mail receive, an attached file cannot be stored in memory. Cannot be stored in memory.	E-mail receive